

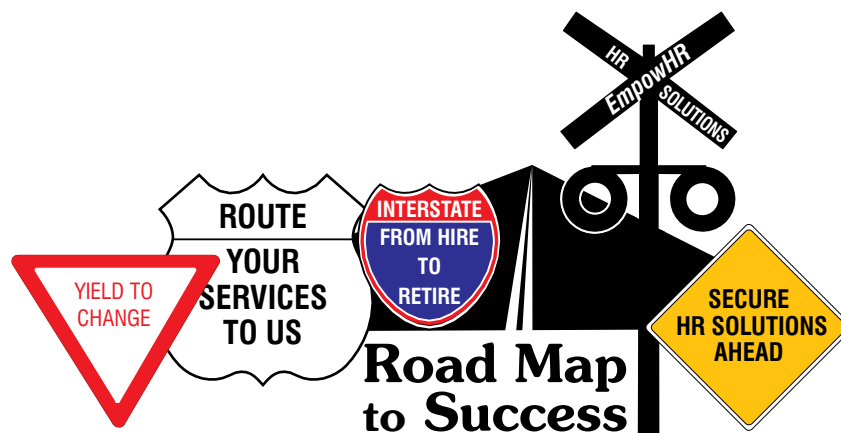
**National Finance Center's
2007 Customer Forum Agenda**

July 17-19, 2007

“Road Map to Success”

Jefferson Auditorium, South Agriculture Building
1400 Independence Avenue, SW
Washington, DC

Tuesday, July 17, 2007		
Time	Topic	Speakers
8:00 a.m.	Registration and Welcome Reception	
9:00 a.m.	Welcome/NFC Strategic Plan	Jerry Lohfink
9:30 a.m.	Human Capital Management Update <ul style="list-style-type: none"> • Human Resources Line of Business • Payroll/Personnel System • Customer Relationship Management Data Center Update Introduction to the Retirement Systems Modernization A Value Proposition	Mark Hazuda Randy Gonzales Penny Forbes Jerry Lohfink Thomas O'Keefe Office of Personnel Management (OPM) John White
11:15 a.m.	Wrap Up Questions and Answers	Jerry Lohfink
12:00 p.m.	Lunch	
1:00 p.m.	Customer Service Initiatives <ul style="list-style-type: none"> • Call Center • DOTSE Overview • SPPS Web Demo 	Mose Lindsay Nadine Michelle Tyra Canepa
2:15 p.m.	Preparing for the Retirement Systems Modernization	William McIntyre
3:15 p.m.	Security Information Tracking System (SETS)	Charmaine Taylor Carrie Moore, USDA/OSS



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Wednesday, July 18, 2007		
Time	Topic	Speakers
9:00 a.m.	EmpowHR	Billy Dantagnan
10:15 a.m.	Human Resources Services	Billy Dantagnan
10:45 a.m.	Employee Personal Page/Employee Self Service	Andrea Robinson
11:30 a.m.	Lunch	
12:30 p.m.	Time and Attendance and Employee Entry <ul style="list-style-type: none"> • STAR • webTA 	Sandie Mikell Kronos Representative
1:45 p.m.	Reporting Center	Sandra Williams
3:00 p.m.	EPIC Web	Randy Speed
Thursday, July 19, 2007		
9:00 a.m.	EmpowHR	Billy Dantagnan
9:00 a.m.	Agency Security Officers User Group Meeting (THIS SESSION TO BE HELD IN THE CLIENT SERVICES OFFICE)	Jim Julian
10:15 a.m.	Human Resources Services	Billy Dantagnan
10:45 a.m.	Employee Personal Page/Employee Self Service	Andrea Robinson
11:30 a.m.	Lunch	
12:30 p.m.	Time and Attendance and Employee Entry <ul style="list-style-type: none"> • STAR • webTA 	Sandie Mikell Kronos Representative
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